

My Password isn't Working

When I try to access the *MIS Gateway*, my password isn't working.

What do I do?

Step 1: Check that you are entering your *username* correctly.

Your username is the first letter of your first name and the first 4 letters of your surname followed by a number.

For example:

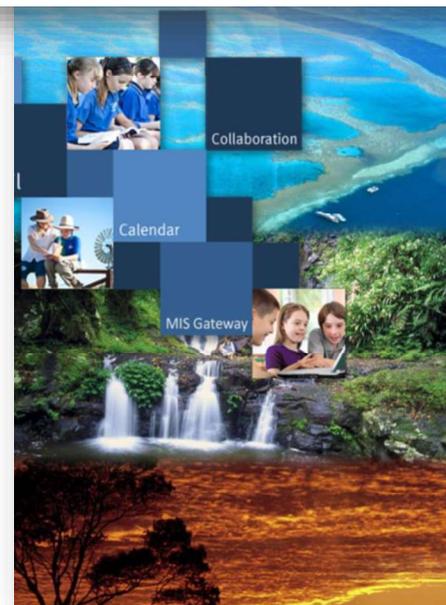
John Smith

Username: jsmit237

Managed Internet Service

Authentication failed. You have used an invalid username and/or password.

Sign in with your username and password



Managed Internet Service

Authentication failed. You have used an invalid username and/or password.

Sign in with your username and password

Username *

Password *

I agree to the [conditions of use and privacy statement](#)

[Change my password](#)

“I have checked my username and it is correct. And my password is *still not working.*”

You will need your password *reset.*

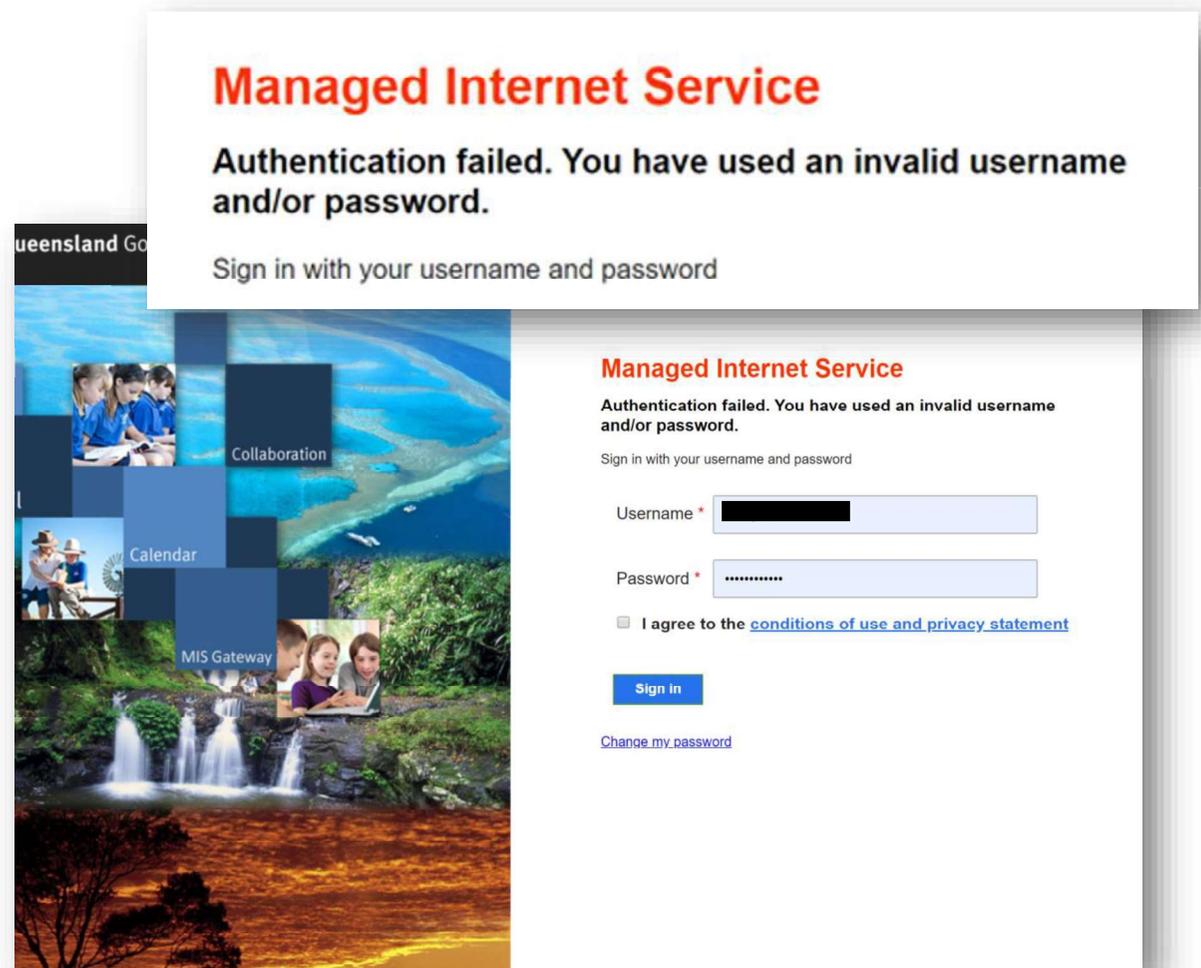
For security reasons, student passwords can only be reset *on school grounds during school hours.*

Step 2:

Please phone the school on 07 5503 7888 and inform us that *you need your password reset.*

In order for us to reset your password, all we require is your *username.*

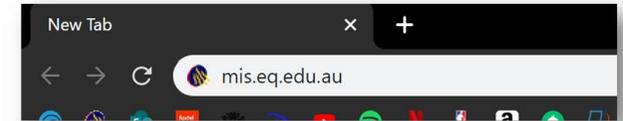
Your password will be reset to *password.1*



The image shows a screenshot of a web page for the 'Managed Internet Service'. At the top, there is a white box with the title 'Managed Internet Service' in red and the message 'Authentication failed. You have used an invalid username and/or password.' Below this, it says 'Sign in with your username and password'. The main content area features a collage of images related to education and technology, with labels for 'Collaboration', 'Calendar', and 'MIS Gateway'. On the right side, there is a login form with the following elements:

- Title: 'Managed Internet Service' in red.
- Message: 'Authentication failed. You have used an invalid username and/or password.'
- Text: 'Sign in with your username and password'
- Username field: Labeled 'Username *', containing a blacked-out text.
- Password field: Labeled 'Password *', containing a masked password (dots).
- Checkbox: 'I agree to the [conditions of use and privacy statement](#)'
- Sign in button: A blue button with the text 'Sign in'.
- Link: '[Change my password](#)'

Step 3: Re-open your preferred web browser and navigate back to the MIS Gateway.



Managed Internet Service

Sign in with your username and password

Username *

Username

Password *

Password

I agree to the [conditions of use and privacy statement](#)

Sign in

Step 4: At the sign in, enter your username and *password.1* as your password.

Step 5: You will then be prompted to come up with *your own unique password*.

Confirm your new password by typing it again. Then press [Change](#).

A screenshot of the 'Managed Internet Service' password change page. The page has a blue and green background on the left side. The main content area is white. It contains the following text and form elements:

- Managed Internet Service**
- Please enter your current password and verify your new password.
- Your password must be reset before you can log on. Please change your password and try again or contact your system administrator.**
- Username**
- Please enter and confirm your new password
- Username: [Redacted]
- Current Password: *password.1*
- New Password: New Password
- Confirm New Password: Confirm New Password
- Buttons: [Change](#) [Cancel](#)

✔ Congratulations! You have successfully changed your password.

Finished: Your school password has been successfully changed.

REMEMBER.

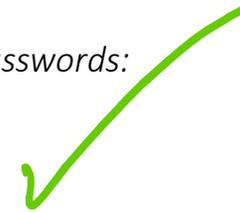
There are rules for your school password.

- i. Must have a *minimum of 8 characters*
- ii. Must have a *special character* (ex: ! ? @ .)
- iii. Must have a *number*.
- iv. *Cannot* be your name.
- v. *Cannot* be the same as your previous password.



Examples of **correct** passwords:

password.55
cookies.12
daffodil27!



Examples of **incorrect** passwords:

password
ruler5
Schoolisrad!

